RELEASE NOTES
N-FOCUS Major Release
MARCH 09, 2009

A major release of the N-FOCUS system is being implemented on March 09, 2009. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into five main sections:

General Interest and Mainframe Topics: All N-FOCUS users should read this section.

Developmental Disabilities Programs: N-FOCUS users who work directly with DD programs and those who work with the related Medicaid cases should read this section. Note: This section will only appear when there are tips, enhancements or fixes specific to Development Disabilities Programs.

Foster Care Review Board: N-FOCUS users with responsibility for Foster Care Review Board functions should read this section. Note: This section will only appear when there are tips, enhancements or fixes specific to Foster Care Review Board functions.

Protection and Safety Programs: N-FOCUS users with responsibility for Child Protective or Adult Protective Services should read this section. It will be noted when the information is specific to only one of these areas.

Expert System: All N-FOCUS users with responsibility for case entry for AABD/MED, ADC/MED, FSP, FW, IL, MED, and Retro MED should read this section.

GENERAL INTEREST AND MAINFRAME

ADDRESS (FIX)

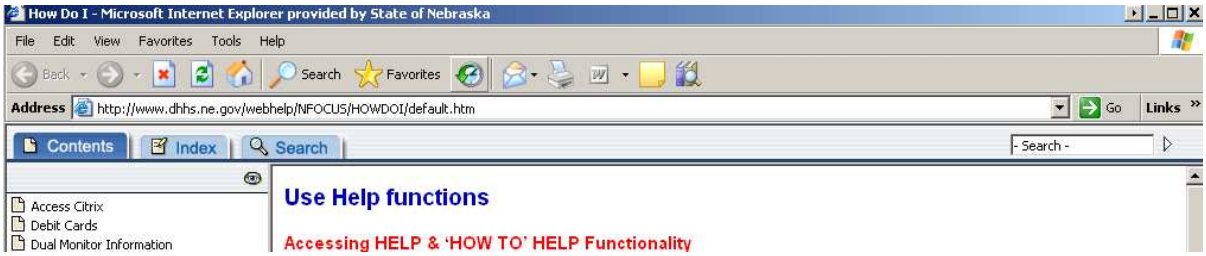
With the address redesign there was a problem when there is only one person in the case and an unborn. When the new address is entered, the multi-select window opens with the multi-select window blank. Now the multi-select window will not come up when the only other person is an unborn.

ALERTS

ONLINE HELP

The HELP in N-FOCUS has been updated with the most current information about the different types of Alerts.

To access HELP, select HELP on the menu bar. Select the "How To" and open.



Select the Search tab and enter the word "Alerts". The first item on the list is 'Alert Messages'. Select that item and the result is a table that lists all Alert messages and what action needs to be taken.

VERIFICATION DUE ALERT (NEW)

Alert #340, Verification Due, is created for Social Service Workers when the Verification checklist is created in N-FOCUS. It will be displayed on the due date listed on the Verification Checklist.

The Alert message is "Verification is due on checklist that was sent to <name of notice person>"

SSN SYSTEM UPDATE ALERT (NEW)

Alert #350, SSN System Updated, is created when there is a match with Vital Statistics using the name of the person and the date of birth. If a person with this same name and DOB has an SSN on the Vital Statistics birth record, the SSN will be updated on N-FOCUS. This Alert is provided for your information.

The Alert message is "An SSN for <ARP Name> with DOB <date of birth> was found on the Vital Statistics birth records and has been updated on the Person Detail window

NO SSN ALERT (NEW)

Alert #351, If there is no match on Vital Statistics or if there is a match but no SSN the person may need to apply for one and the SSN provided to the worker. Check with the program policies regarding a person without an SSN.

The Alert message is "<ARP Name> does not have an SSN and has a DOB over 90 days old. Please obtain an SSN for this person"

Interface Alert (Change)

Alert #259, Interface for Income or Expense, was changed to include changes in Unemployment Benefit amounts that happen within the last 30 days. This will include those clients who exhaust their regular IUC benefits, but are now receiving Federal Extended Benefits and those receiving the $25.00 Stimulus Bill increase.

Change in Organization Name Alert (New)

Alerts #342 and Alert 343, Change in Organization name, is created for RD workers assigned to Service Approvals or to Home Details to notify them that the name of the organization has been changed.

The Alert message is "The name on this organization has been changed by <user ID>"

Change in FID or SSN Alert (New)

Alert #341, Change in FID OR SSN, is created for RD workers assigned to Service Approvals to notify them when either the Federal Tax ID# or the SSN for this Organization has been changed.

The Alert message is "The Federal Tax ID# or the SSN for this organization was changed by <user Id>"

Allegation Finding Alert (New)

Alert #344, Allegation Finding, is created for RD workers assigned to Service Approvals.

The Alert message is "<ARP Name> has or has not been placed on Central Register with a finding of <Allegation Finding type >. Entered on Intake # <Intake Number>"

Removal from Central Register Alert (New)

Alert #345, Removed from Central Register, is created for RD workers assigned to Service Approvals.

The Alert message is "<ARP Name> has been removed from Central Register due to <Expungement reason> entered in Intake #<Intake number>"

Facility Type Added Alert (New)

Alert #346, Facility Type Added, is created for RD workers assigned to Home Details. The Alert message is "The facility type of, <facility type name>, was added to <Org Name>, ID#, by <Logon ID>"

Findings Removed Alert (New)

A new Findings Removed Alert is created for RD workers assigned to Service Approvals (Alert #347) or assigned to Home Details (Alert 348) when an Intake involving an ORG related person is reopened.

The Alert message is "Intake #<intake number> for <person> was reopened and findings were removed. Check Intake for current situation"

Safety Plan Required Alert (New)

Alert #349, Safety Plan Required, is created for Protection and Safety Workers.

The Alert message is "In CFS case <case number>, children are shown to be unsafe in safety assessment <safety assessment id number>. A safety plan is required"

Allegations Finding Alert (Change)

Alert #304, Allegations Finding, was changed to add more Findings types. This Alert notifies RD workers assigned to Home Details that an allegation finding has been entered on either a CPS or APS intake and that finding will place the perpetrator on the Central Register. Review to determine if the facility type needs to be placed on hold.

ASSIGNMENTS

Search Position Assignments

Search Organization Assignments (Tip)

To search Assignments on the Organization Assignments List Display, filters can be selected to narrow the search by Assignment Begin date, Organization Name, Organization ID, Facility Type, or City. The result is a complete list of Organization Facility types in Active, In Process, Inquiry and Hold status. To view Organization assignments in Close status, the search must be by that Status.

Search Service Approval Assignments (Change)

The ability to search by the Service Approval End Date has been added to the search type for Assignments on the Service Approval Assignments List window.

When the resulting list was long, the More+ and More– needed to be selected to look at more pages. Effective with this release, the More+ and More- has been removed and replaced with a scroll bar.

On the same window, the print list functionality under Actions is now called "Prepare Report"

CLAIMS

Search Service Type (fix)

Prior to this release, a problem existed when attempting to search for Claims of a specific Service Type. There were instances when Claims for services other than the Service Type selected pulled into the list window. When the claim was highlighted to see the corresponding Claim Item(s), the system returned to the Search Claim window. This has been fixed. Workers will now receive the correct search results and will be able to view the Claim Detail information.

Limit Claim Items for 15 per Claim (Fix)

The functionality implemented with the July 2007 release to restrict workers from entering only 15 lines per Claim was not working properly and allowed for more than 15 lines to be entered. This has been fixed.

Claim Items on Crystal Report (Fix)

The Claim Items online Crystal Report (accessed via the Claim icon on the Service Authorization window) was not displaying the header information when the organization contained a special character in the name. This has been fixed. EX: Susie's Day Care

CORRESPONDENCE

Initial Appointment Letter (TIP)

The telephone number that displays in the letter is the 'home' number on the Person Detail Telephone window. If the cell number is needed, enter that number in the 'home' number field in the Person Detail Telephone window.

Time zones have been added to this form letter.

Verification checklist (New)

The Verification Checklist has been added to N-FOCUS

On the Detail Master Case window select the Correspondence icon and select New.

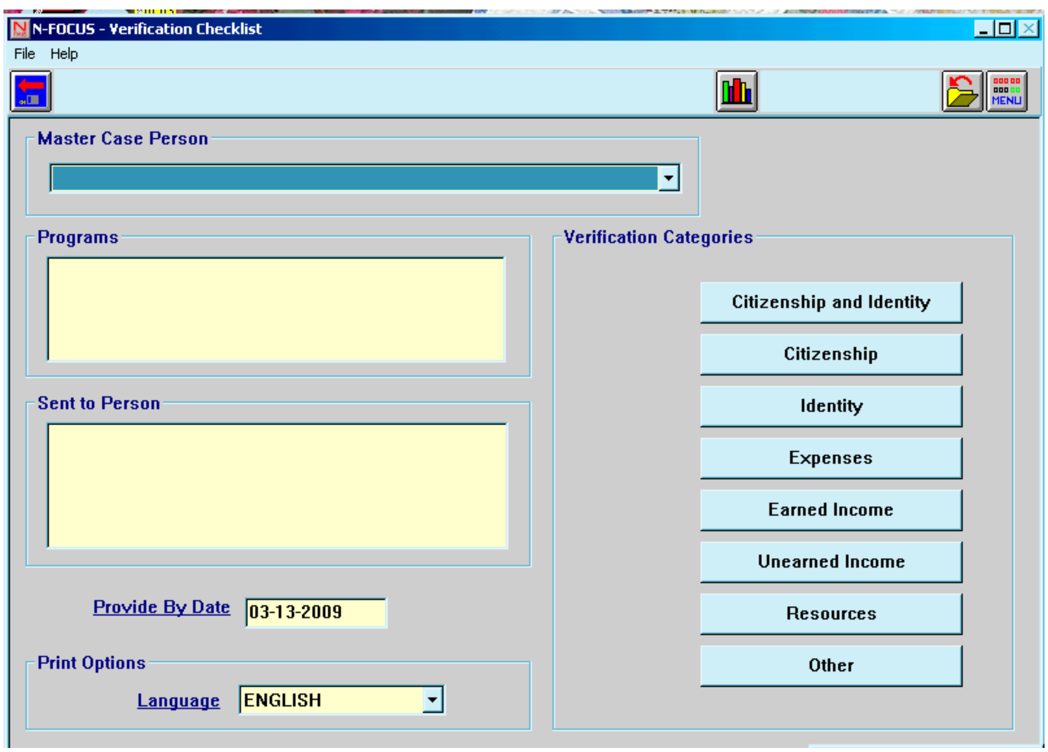
From the pushbuttons on the right side of the screen, select a category and another screen will appear to choose requesting documents and a section for comments. Select all categories needed and repeat. Once all areas are selected and comments made, OK the screen to come back to the Verification Checklist window. An * will be by the selected categories. From the Master Case Person drop-down, select the Sent to Person and what programs. Save and Close the window.

The Provide By date defaults to 10 days following the date the form is created. It may be updated by the worker.

An Alert will display on the Provide By date but if that date falls on a weekend or holiday, the display date is the following business day.

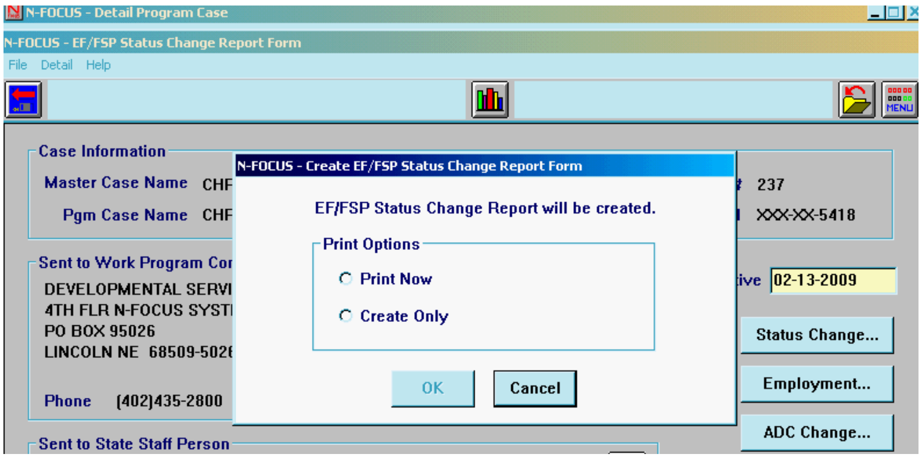
The form may be created in English or Spanish.

The form will be sent in batch unless 'Print Local' is selected.



EF/FSP Status Change Report form (change)

The EF/FSP Status Change Report Form now has an optional Online printing capability. Workers will have the option to either Print Now or Create Only when the correspondence is saved. If Print Now is selected, then the correspondence will be printed locally (as today); if Create Only is selected, then the correspondence is created and the worker needs to contact the contractor to view it online.



Search Correspondence (Change)

The search Correspondence time now defaults to 180 days. Workers can change it to as little as one day or as many as 360.

NOTE: Searches can be filtered to the type needing to be found either on the correspondence window or on the correspondence list window. EX: If looking to find the Expert System Notices sent in the past six months, filter for just that type.

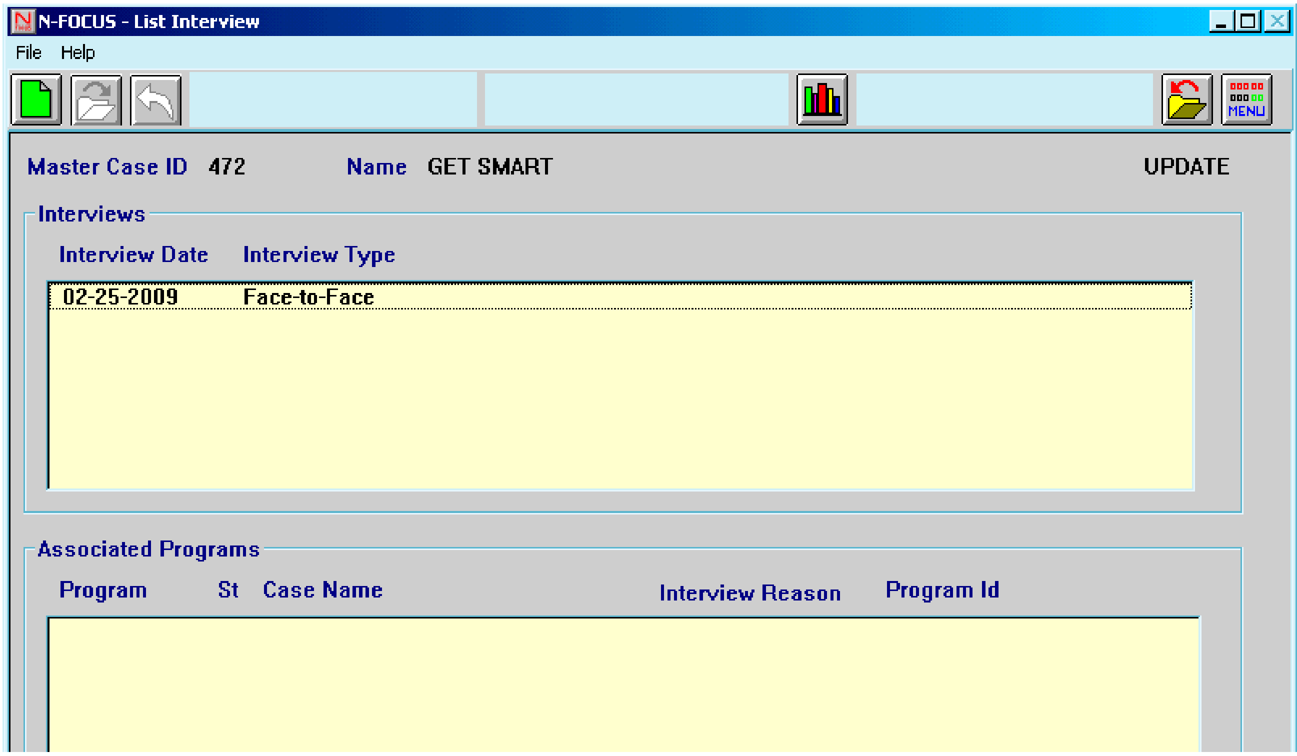
COLLECTIONS (CHANGE)

The security for creating External Accounts Receivable has been changed. As of this release, Economic Assistance Supervisors, Production Support and N-FOCUS Business System Analysts will have the security to create an External Accounts Receivable.

INTERVIEW TRACKING (NEW)

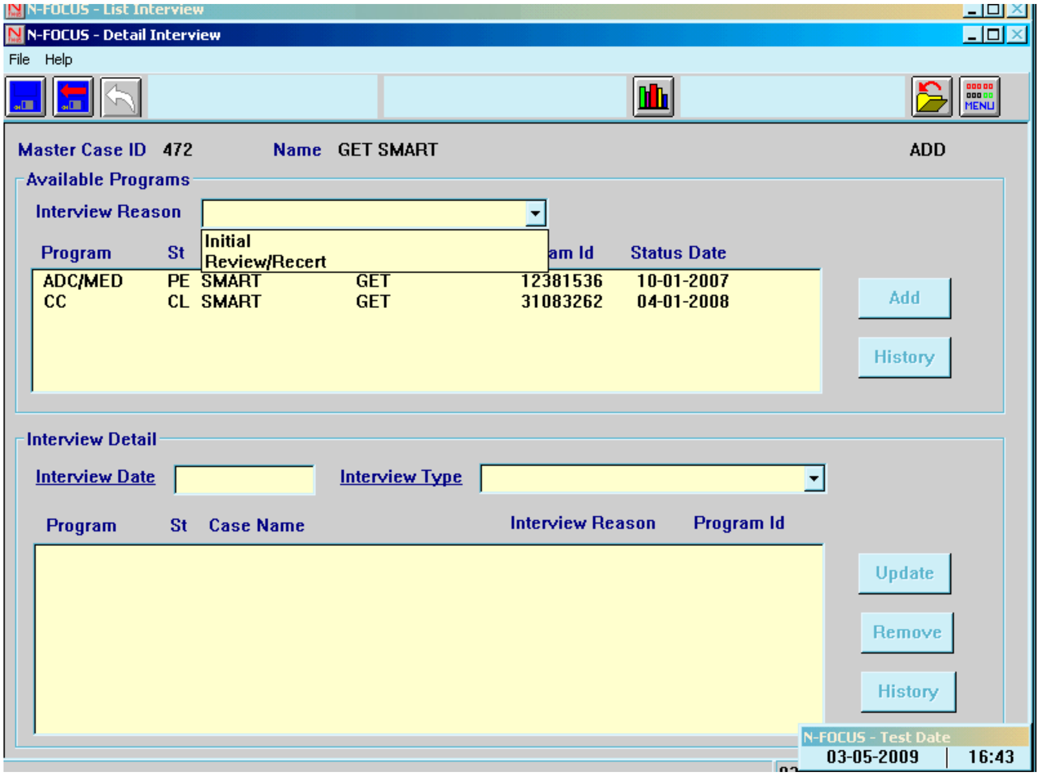
Interview dates and types for all Economic Assistance programs can be entered from the Detail Master Case window by selecting Actions, then Interview Tracking. Interview tracking will be useful for universal caseloads and is required for Food Stamp Federal Reporting.

On the List Interview window workers can view any existing interview information or select the New Icon to add Interview information.

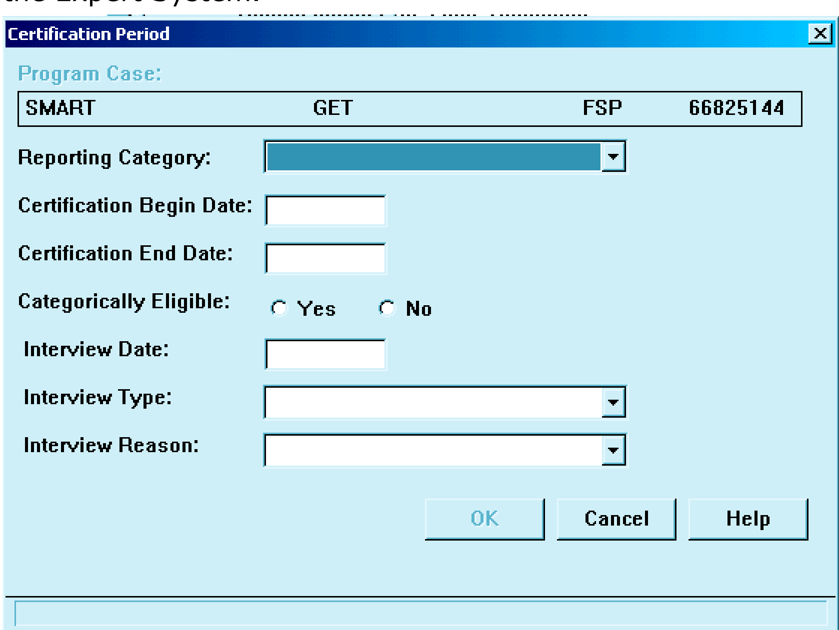


On the Detail Interview window select Interview Reason, then the Program Case(s) the interview is attached to and then ADD.

Next, enter the Interview Date and Interview Type. Then Save and Close.



If no Interview information has been added and a Food Stamp case is pending, add the information on the certification period window in the Expert System. This information will be required at initial certification and at recertification. These fields will be disabled and information will not be displayed for the remainder of the certification period once the information has been added, either in the Main Frame or the Expert System.



INTERFACES

SDX (Change)

In the SDX Inquiry various fixes to the display of Unearned Income data were made, e.g. type, amount, and claim number displays.

SVES (New)

Workers can now also request SVES by claim number. Enter the SSA claim number, then TAB off the number to enable the SVES claim request. At this time, Railroad Retirement claim numbers are not available.

Vital Statistics (Change)

For U.S. citizens born in another country, Out of State certificate requests now allow for a country of birth as well as city and state.

You can no longer request Marriage and Divorces for OUT OF STATE. You can still request these if the Marriage or Divorce occurred in Nebraska, but you can't request these for out of state.

Third Party Liability—TPL (Tips)

- When the mother of an unborn has maternity coverage, enter it into TPL right away even if the mother is Financially Responsible. When the child is born, only change the end date to the date the child was born.
- The policy group number for Tri-Care for Life and Tri-Care is the SSN of the policy holder
- Only use the PF 11 function if the SSN number of the policy holder is not known in any of our systems such as N-FOCUS or CHARTS

ORGANIZATION

Organization name (Tip)

When creating a new Organization on N-FOCUS, enter the name by last name comma and then first name. Ex: Lincoln, Abe

Home Detail Narrative (Change)

From the Detail Organization and Home Details windows in the narrative Subject Area of Licensing, workers will no longer be able to add new narrative to the items of APS, CPS/Central Registry, DMV, and Law Enforcement. These should be addressed in the Background Checks. The Item, Health Information has also been discontinued and should be documented in the Home Study.

Narrative previously entered in these areas will continue to be available to view.

Organization Complaints

Multiple Complaints (Fix)

Prior to this release N-FOCUS would not allow more than one complaint type to be open at the same time. With this release there is the ability to have multiple complaints of the same type in Open status.

Duplicate Complaint (Change)

Before adding a new Complaint, be sure to look at the Complaint List to see if the same complaint has already been documented.

A new closing reason has been added to Organization complaints of Duplicate Complaint. This closing reason can now be used when closing a complaint discovered to be the same and has already been documented.

Spell Check (Fix)

On the Detail Complaint window, there was a problem with the Spell Check function for the areas of Complaint Description and Complaint Resolution. This has been fixed.

SEARCH PROVIDER MATCHING (NEW)

On the Search Provider Matching window workers can search for Organizations by Language. For example, search for Foster Homes where Spanish is the second language. The search will be based on Second Language being documented on the Home Details window.

NARRATIVE (NEW)

An Automated Narrative is created when a Request For Contact is sent displaying the sent date and the due date.

N-FOCUS TRAINING IMAGE

The name displayed at the bottom of the Main Menu of the N-FOCUS Training database accessed from the All Programs list has been changed from 'Training Database Only' to 'Training – Default Database'

AUTISM SPECTRUM WAIVER (NEW)

DEFINITION

The Medicaid Waiver for Children with Autism Spectrum Disorder provides one service, Early Intensive Behavioral Intervention. This is a therapy service for children under the age of 9 with autism to assist them with certain skills. This program is limited to 50 children.

There may be a monthly premium eligibility requirement for each child based on the income of the financially responsible parent(s) and any income of the child on the Autism Waiver.

Note: DHHS is awaiting final federal approval on this waiver so policy is not yet in place for this new program. DO NOT CREATE any of these new program types until approval has been issued from the Medicaid & LTC Division.

Once implemented, N-FOCUS will send a reminder to refer to the following information on managing this new program type.

KEY POINT OF WAIVER PROGRAM

Eligibility for the Autism Waiver is determined by UNMC-Monroe Meyer Institute staff.

<u>The Medicaid program case should contain only the child eligible for the waiver</u>.

The Autism Waiver program case should contain only the eligible child.

TO ACTIVATE THE AUTISM WAIVER

If the Medicaid program case is a CMAP or AABD case for the child, a budget must be run in Expert to activate the waiver. The SPI code in Job 31 will be D.

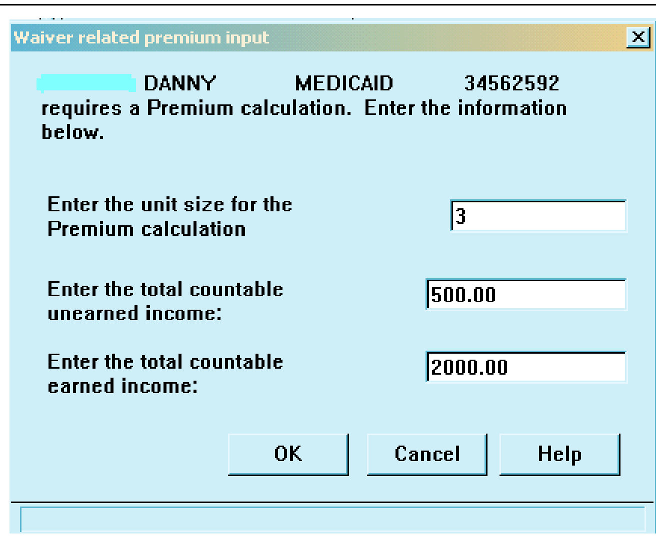
1. Double click on the Budgeting task. The Waiver Related Premium window will open. Note: If a benefit month has not been selected, the Select Benefit Month window will display first.
2. Enter the unit size: the unit size will be the total of the financially responsible parent(s) and the child. If the child does not reside with a financially responsible parent, the unit size will be only the child. No other individuals are counted in the unit size.
3. Enter the total countable unearned income of the child and the financially responsible parent(s).
4. Enter the total gross earned income of the financially responsible parent(s).
5. Click OK to process the waiver related premium information.
6. Authorize the budget to activate the waiver.

The Premium Schedule can be found in N-FOCUS HELP under Premium Schedule for Parents of Children on Autism Waiver

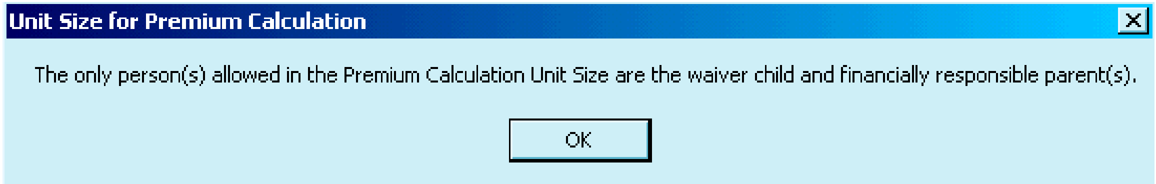
If there are two or more children in a single family who receive Autism waiver services and are subject to a premium, there is a fee for each child. However, the total fee for all children can not exceed 5% of the income for the unit size.

The waiver case will show as active and the Medicaid program status could be AC or PD (premium due).

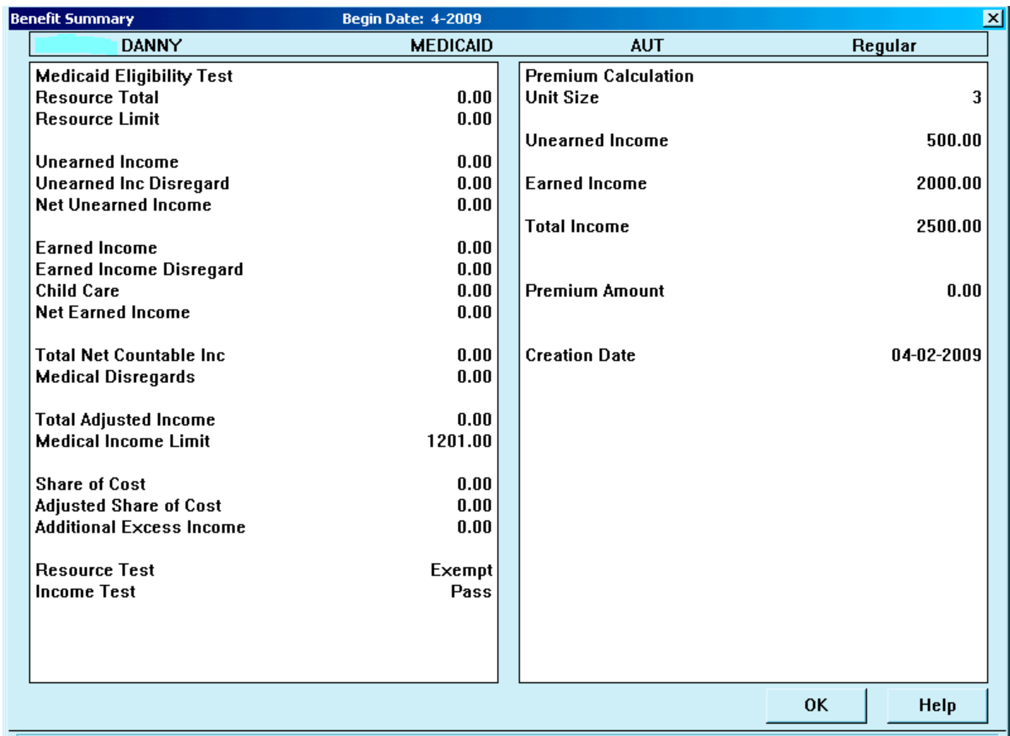
Note: If the Medicaid program case is a CFS program case for the child, the waiver is activated in the mainframe.

This is the Calculation window that comes up when selecting the MED budget	

This message appears if the unit size number is more than three



Benefit Summary Window. The left side is the Medicaid Eligibility test of the child's income and the right side is the premium calculation of the parent's income



Premium Due Billing Cycle Information

Monthly statements are sent out at the first of each month for clients in Premium Due (PD) status. Payments must be postmarked by the 21st of the month prior to the benefit month. The premium is submitted to the Economic Assistance Unit. For example: the monthly billing statement for March is mailed out February 1st, and must be postmarked no later than February 21st.

Premium Billing Cycle for Initial Months of Eligibility

When an application is received one month, and eligibility is not determined until the next month, the monthly billing cycle procedures are slightly different.

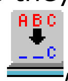
When the case is initially approved the billing statement will be created in the daily batch process and will be mailed the next day.

If they apply in December and the application is approved on January 20th, the first billing statement will be created in batch that night. The billing statement will be mailed the next working day. There would be one statement for December, one for January, and one for February. All of these would be due February 21.

The first monthly bill would be created on February 1. It would be for March and it would also be due February 21.

ELECTRONIC APPLICATION

AUTOMATED EXPEDITED SCREENING

When the web application is submitted and has FSP selected as a program, an automated screening for expedited services will be done. No other initial screening for FSP expedited will need to be completed by the local offices as this has already been done. If an FSP application is determined to be expedited, an E (instead of the X) will appear on the List of Electronic Applications. An X in the FSP column on the Electronic Application List means they are not expedited. To filter only the Expedited applications, go to the filter icon , and select FSP Expedited. This will display only those applications which were screened as expedited. No resource or income that may potentially be excluded after the interview is used in this calculation. Consequently some cases may be screened in as expedited, but may not be expedited once the interview is completed.

Only these resources were used in determining expedited:

Cash	State Debit Accounts
Checking Accounts	Savings Bonds
Savings Accounts	Stocks
Certificate of Deposits	Investments

Only these income types were used in determining expedited:

Self Employment	Civil Service
Social Security	Railroad
SSI	Claims/Disability
Pension/Retirement	Cash Assistance Payments
Veterans Benefits	Unemployment
Worker Compensation	Child Support/Alimony
Annuities	Contributions
Job income (monthly income plus bonuses/tips/incentive pay)	Striker Income
	Interest/Dividend

PRINTING IN SPANISH

A new pushbutton was added to the worker view of the E-App, Under View/Print, there are two options, one for English and one for Spanish. This allows the worker to view and print the application in either language.

A new field on the far right on the List of Electronic Applications window now identifies if the application was completed in English or Spanish. It will display as EN for English or ES for Espanola under the column heading “Sub Lang” for submitted language.

Date of Birth

The DOB has been added to all windows for the client and worker views. This helps identify the correct person if there are two people with the same name in the household.

Notification of Updates to the E-Application

If there are design changes, the E-App is not available for a short time before an N-FOCUS release. Normally the downtime will start at 8:00 pm on the Saturday before a release and last until late Sunday morning. A message to this effect is posted to the web site as part of the implementation of a major release.

Normally once an E-App is saved, the client has 30 days to complete and submit the application. Because of these periodic changes to the design of the E-App, starting 30 days before a release date, the clients will receive a message that their application has to be submitted by 8:00 PM on the Sat. before the release. Once the new version of the E-App is moved to production, the message will disappear and the clients will again have the full 30 days to submit their application.

EX: A major release is scheduled for 03/09/2009. Starting 02/09/2009 a message will appear on the ACCESSNebraska web site telling clients that changes are coming and they must submit their application by 8:00 Pm on 03/07/2009.

E-Mail Confirmation

An e-mail confirmation notification will go to the client if they provide their e-mail address when they submit their application. This notification will say:

"This is to confirm the electronic application for assistance for <applicant name> has been received. The electronic application number is #xxxx and the xxxxx local office will be contacting you regarding your eligibility for the selected programs. The decision regarding your eligibility can take between 30 and 60 days.

A Voice Response Unit (VRU) is an automated answering service that will provide you with information regarding your application and/or benefits. This service is available to you 24 hours a day, 7 days per week, and can be accessed by calling toll free at 1-800-383-4278 or in Lincoln 402-323-7455.

DO NOT REPLY TO THIS MESSAGE"

If the application was completed in Spanish, the e-mail will also be in Spanish.

New Question

A new question is being added to the E-App and the EA-117. This will be question #49. On the E-App, this question will appear in the Medical Section

"Are you or is anyone in your household a veteran, spouse of a veteran or minor child of a veteran?"

If they select spouse of a veteran or minor child of a veteran, a place to enter the veteran's name will also be provided. This helps identify if the person may be eligible for health insurance coverage or some other benefits through the military.

User ID/Password changes

There were several calls from clients concerning their User ID and Password. Some clients lost their application due to internet connection problems as they didn't set up a User ID/Password. Some changes were made to the window which requests they enter this information. This is what the client will see when they enter the application:

Please set up a user account to avoid losing your work if there are system problems as you go through the application. Your data will be saved automatically up to the point where you exit the application. You can return to an application anytime within 30 days. After 30 days, you will need to start a new application.

If you do not set up a user account, you risk losing all of your work if you need to exit the application.

Would you like to create a user account now? Y/N

Electronic Signature (tip)

Only one signature is accepted on the electronic application. This is the information that was provided by the policy units and is displayed on the electronic application as a guide as to whose signature is considered valid.

If you have any question about whether or not a signature is valid on a particular application, please send an e-mail to Policy Questions

The DHHS programs have different rules as to who can sign the application. The applicant can sign the application for all programs. If you are not the applicant and are signing this application on behalf of someone else, please review these signature requirements before signing the application.

If you are applying for Food Stamp benefits: The application may be signed by a responsible member of the household or the household's authorized representative. The designation of the authorized representative must be in writing. If you are applying for someone else, please check the Authorized Representative box below.

If you are applying for AABD-Aid to the Aged, Blind and Disabled, Kids Connection, Medicaid or Energy: The application may be signed by a Guardian, Conservator, Power of Attorney, relative or another individual acting on the client's behalf.

If you are applying for ADC-Aid to Dependent Children: The application may be signed by a Guardian, Conservator or relative. If a relative, the signature must be a father, mother, grandfather, grandmother, brother, sister, stepfather, stepmother, stepbrother, stepsister, uncle, aunt, first cousin, second cousin, nephew, or niece. These relatives may be half blood, related by adoption, or from a preceding generation as denoted by prefixes of grand, great, great-great, or great-great-great. The signature can also be of a spouse of any persons previously named even after the marriage has been terminated by death or divorce.

PROTECTION AND SAFETY

ADULT PROTECTIVE SERVICE

APS INTAKE FINDINGS

Allegation FINDING currently being used:	Will be shown as one of these options:
Court Substantiated	1) **Court Substant/Civil**, or 2) **Court Substanti/Perp** (to be used in when there has been a criminal court finding against of perpetrator of guilty or no plea of guilty or no contest)
Refer - Legal Action	1) **Civil Action Pending**, or 2**) Criminal Actn Pending**
Unfounded	1) **Unfounded/Vulnerable**, or 2) **Not Vulnerable/Unfnd**

PROTECTION AND SAFETY CASE MAINTENANCE

POSITION TITLE CHANGE

With this release Position Titles that use to contain the wording Protection and Safety have been changed to use the wording Child and Family Services. For example, the title Protection and Safety Worker will now be Child and Family Services Specialist, and Protection and Safety Supervisor will now be Child and Family Services Supervisor. These title changes will also be reflected in various correspondence documents that are created in N-FOCUS.

Changes were also made to position titles in the 3 Tribal Offices. The title Protection and Safety Worker will now be Tribal Protection and Safety Worker. Several tribal position titles were also eliminated.

PONCA TRIBAL COURT

The Ponca Tribal Court has been added to the juvenile courts codes tables and may be used in Legal Actions and Court Reports.

CFS INFORMATION SEARCH

Print lists on the CFS Information search:

The remaining subject areas available from the CFS Information Search ICON that did not have the print list functionality now do. This has been added in increments and some were completed last release. The areas that were completed this release are Court Hearing and Safety Assessment.

SUB-ADOPT & SUB-GUARDIANSHIP AGREEMENTS (FIX)

Previously the Child information was not printing to these forms. This has now been fixed.

Central Registry Search

On the Person Search window, it is now possible to refine the person search to look for people only on the Central Registry. This is accomplished by checking the Search on Central Register/Registry box. This is particularly helpful when doing a Central Registry check on a person with a common name such as John Smith.

Closing Case With Intake Findings In Court Pending

An edit check is being added when closing a CFS Program Case. CFS Specialists will be prevented from closing a Program Case when an intake with an Allegation finding of "Court Pending" is tied to that program case. Court Pending is an interim finding and is required to be updated before the case is closed.

System End Dating The Safety Plan And YLS Assessment

Policy has determined that when a CFS Program Case is closed that the Safety Plan and YLS Assessment for Wards in that case should be end dated or closed. N-FOCUS will automatically complete the following actions upon case closure

- End date any Safety Plan that is not end dated in that Program Case
- Change the status to "Close" for any YLS in that program case
- YSL Assessments will be placed in a "Closed" Status when a Program case Person is end dated.

Conditions for Return

In certain circumstances Conditions for Return may be deleted when they are created in error. Contact N-FOCUS Production Support.

Home Study (changes)

Several changes have been made to the Home Study document with this release:

Multiple children (up to 10) can be added in the Child Specific Information area. The black out select arrow will allow you to select the appropriate child(ren).

In the Applicant Info area, for References Contacted, a number greater that 0 must be entered. The References Responded field is optional, but if entered, a number greater than 0 must be entered.

For a Home Study in "Update" mode, the print functionality in the Select Narrative area has been fixed and will print the highlighted narratives.

On the Home Study window the order has been changed in the Purpose field.

Tie/Untie Intakes

Production Support will now have the security to tie/untie intakes after the Safety Assessment is in final status. This should be done for error correction purposes only.

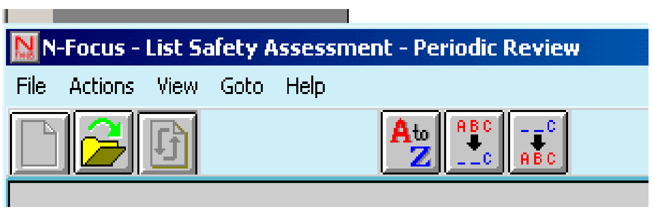
Safety Assessments

- In certain circumstances Safety Assessments may be deleted when they are created in error. Contact N-FOCUS Production Support for your request.

- In Safety Assessments, Contact Dates may now be earlier than the Safety Assessment Begin Date.

- People who are in the Safety Assessment and not listed as Contact Only are now prevented from being Safety Plan Participants. CFS Supervisors will have the security to override this edit, but this should only be done to correct data entry errors.

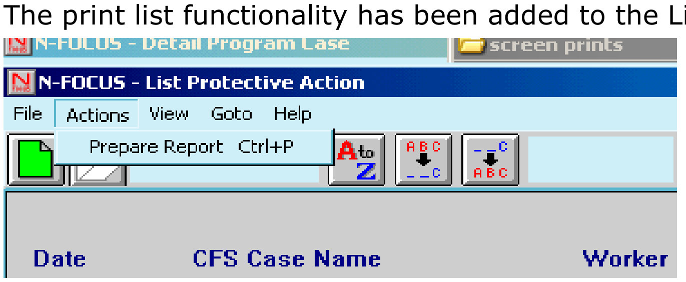
The List Safety Assessment window has been renamed and is now titled "List Safety Assessment – Periodic Review".



Protective Actions

In certain circumstance Protective Actions may be deleted when they are created in error. Contact N-FOCUS production support.

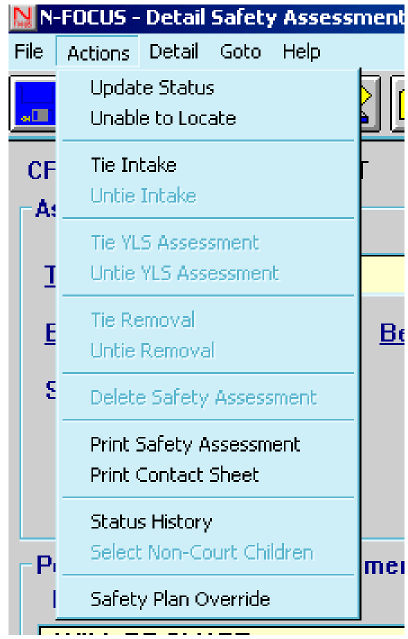
The print list functionality has been added to the List Protective Action window.



Safety Assessment Override of Safety Plan

There are rare situations where there are Safety Threats, but the family will not work with DHHS as a non-court case.

In order to get around the edit that requires a Safety Plan before the Safety Assessment can be finalized. The workers can select the Safety Plan Override option on the Detail Safety Assessment window. Show picture of Actions menu and dialog box. There are two reasons that can be selected. Family refuses to cooperate and county attorney refuses to file and Family refuses to cooperate and petition is being filed. If the second option is selected, the worker will receive an alert until a Safety Plan is created or the case is closed.



Safety Plans

In certain circumstances Safety Plans may be deleted when they are created in error. Contact N-FOCUS Production Support.

Printing Safety Plan

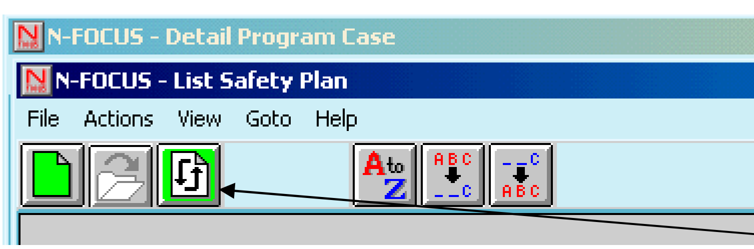
It is now possible to reprint Safety Plans that are finalized after 03-09-09 from the Detail Safety Plan window.

Copy Forward Safety Plan (Tip)

Safety Plan can only be created (Copy Forward) if the previous Safety Plan is in “Final” status

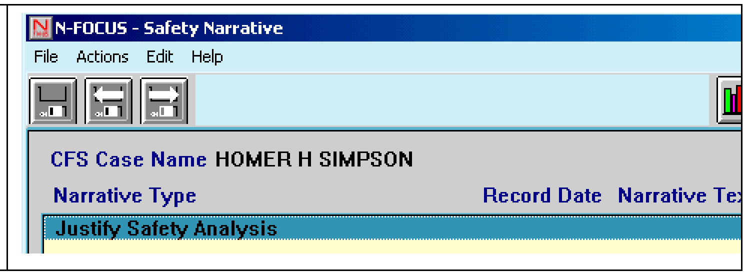
List Safety Plan (New)

A new Update button has been added. Once there is a Safety Plan and it needs to be modified, use the Update icon button instead of the New icon and everything from the original Safety Plan will be copied forward.



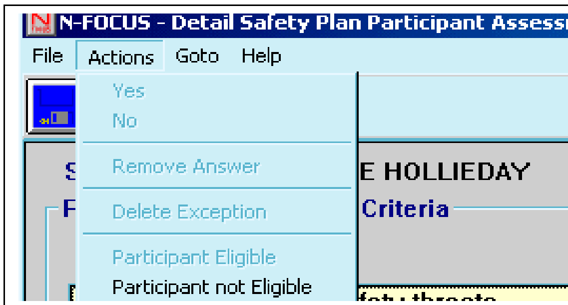
Update button

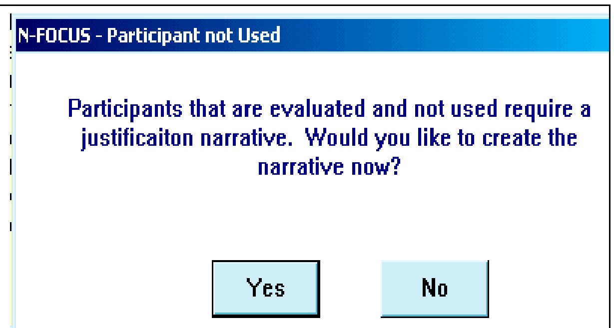
Safety Plan Narrative

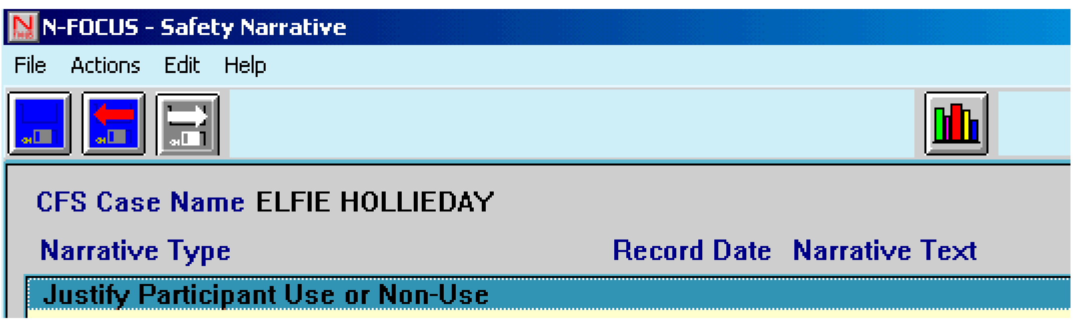
The 'Justify Out of Home Safety Plan' narrative name has been changed to 'Justify Safety Analysis' and should be completed for all Safety Plans.	

Safety Plan Participant Assessment

It is now possible to document a Safety Plan Participant Assessment on someone who was not actually used as a Safety Plan Participant in order to document why the person was not used. Select Participant not Eligible from the Actions menu. Workers must document a narrative stating why the person was not qualified to be a Safety Plan Participant.







This narrative may also be use to explain why a person was selected to be a Safety Plan Participant.

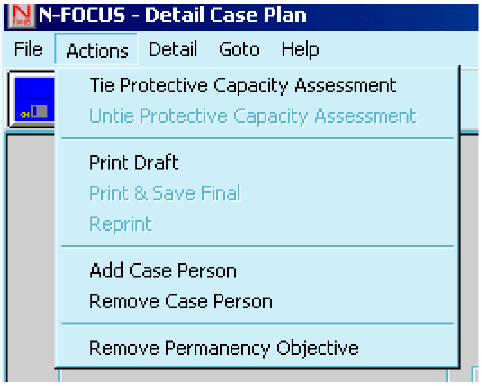
Case Plan

Print Case Plan

It is now possible to reprint Case Plans that are finalized after 03-09-09 from the Detail Case Plan window.

Permanency Objectives

Permanency Objectives are required for everyone in a case plan under the age of 19. It is now possible to end date the Permanency Objective for minor parents so it will not display on the case plan. This functionality also allows users to end date Permanency Objectives for adults who previously had a permanency objective when they were minors.



INTAKE

Intake Detail Window (change)

The two Push Buttons "Tools Consulted" and "History" have been moved out of the "Intake Information" Group Box and moved underneath the other Push Buttons to the right of this Group Box.

Intake Required Actions

A new Required Actions ICON has been added to the Intake Detail Window.

When this ICON is selected, a dialogue box appears displaying the dates when a victim must be contacted or when the Safety Assessment for that intake must be completed.

The ICON is enabled only for intakes that have a priority. It is not enabled for Adult Protective Service intakes since the standards do not apply to APS CFS Specialists.

- The dialogue box will also display by selecting the Required Actions from the GOTO menu list.
- These required actions print on the intake worksheet as the last section under the headings of "REQUIRED ACTIONS"
- The information is displayed with a day and time the action needs to be completed. The safety assessment standard time will always be 11:59 PM but the time for contact will always be the same time the intake was received.

Note: The standards have been established by the Children and Family Services Policy Unit and have been in practice for several years for Intakes.

These standards are:

Safety Assessment – Within 30 days of the intake receive date

Initial Contact with a Victim (Depends on Intake Priority)

Priority 1 – 24 hours

Priority 2 – within 5 days of the intake receive date

Priority 3 – within 10 days of the intake receive date

NOTICE TO PERPETRATOR

State Statute requires the Department to formally notify all alleged perpetrators of finding determinations by certified letter. When the Perpetrator doesn't have an address or when the Intake doesn't have a CFS Specialist assigned to the Intake or assigned to a vacant position, the letter will not print. Changes are now in N-FOCUS to assist workers in ensuring the letter is issued when the Findings are entered

- After entering the findings, N-FOCUS will search for an address of the Perpetrator and if one is not found, the worker will receive an error message of address missing for selected Perpetrator. When the worker selects OK to the message, the Person Detail window comes up. Current or last known address for that person should then be entered. Once saved and closed, the system goes back to the Finding entry window for the worker to proceed in entering the findings and print the Notice to the Perpetrator.
- If there is no CFS Specialist assigned to the Intake or the assignment is to a vacant position, a dialogue box will display for the person entering the finding to enter the First Name, Last Name and Phone Number of a CFS Specialist to add to the Signature line of the Notice. To prevent this dialogue box from appearing assign the intake to a CFS Specialist or position that has a CFS Specialist assigned.

TIE MULTIPLE REPORTER TO INTAKES

The new Intake Status Closing Reason "MULTIPLE REPORTER" was introduced at the November 2008 release and detailed information is in those Release notes. An enhancement to this is now in N-FOCUS so that workers can find the related intake without having to read narratives or research deeply to identify related intakes. Workers will need to tie or select the intake the report is a multiple of anytime an intake is now closed for the status reason of "Multiple Reporter".

- The "Blue Phone" ICON for intakes has been added to the Intake Detail Window and will be enabled if there is an intake tied to that intake if the Intakes closure reason is for "Multiple Reporter"
- The steps workers will need to take to complete this action is as follows:
  - When selecting the closing status reason "Multiple Reporter" a message will appear that the intake must be tied to another intake
  - Worker selects OK on the message and is taken to the Intake search window
  - After completing the search depending on the results the worker will either go to an Intake list or to the Intake detail for the Intake selected from the list or search window.
  - On the intake list or Intake Detail Window the worker can select the Blue Select (Blue Swish back arrow) to complete the tie
  - A confirmation message will appear to verify that this is the correct selection
  - After selecting OK the worker will go through the normal steps to complete the intake closing actions.
  - Anytime during these steps there are options to cancel or back out. The Status Closing Reason will not be applied and the intake will not be closed for "Multiple Reporter" unless an intake is tied.
- There are some edit checks in this process to make sure the rules are met and they are as follows:

Intakes closed for status reason

- Intakes closed for status reason of "Multiple Reporter" can not be tied to another Intake closed for "Multiple Reporter"
- A "Multiple Reporter" Intake can not be closed to an intake that has the same reporter
- An Intake cannot be tied to itself.

- Certain options have been left open and it is the responsibility of the Intake supervisor to make sure that the policy standards for selecting the "Multiple Reporter" status closing reason are adhered to:
  - The allegations and perpetrator should all be the same or a subset of the allegations listed in the primary intake
  - A "Multiple Reporter" for the most part should be associated to an Intake that was accepted for a Safety or Out of Home Assessment. This may not always be the case.
  - Multiple Reporters are to be treated like a screened out report in that it requires the approval of the Intake Supervisor.
  - The Multiple Reporter indirectly takes on the status of the associated Intake and should be handled like that Intake; tied to Safety Assessments, assigned to the Intake CFS Specialist etc.
- Other functions of Multiple Reporter are as follows:
  - When a "Multiple Reporter" Intake is reopened the tie is broken. The worker will need to repeat the process to tie the intake if that same intake is closed for the Status Reason of "Multiple Reporter"
  - When the primary Intake is reopened the tie to the "Multiple Reporter" remains intact. If the primary Intake is closed for the Intake Status Closing Reason of "Multiple Reporter" all the previously tied Intakes will follow and they will now be tied to the new intake. This prevents the worker having to complete this action and ensures that the rule that a "Multiple Reporter" Intake cannot be tied to another "Multiple Reporter" Intake.
  - When a worker flows to or opens a tied Intake from another Intake they will open that Intake in inquiry mode and will be limited to what can be updated on that Intake. This is to ensure data integrity and prevent confusion. Workers will be limited to the following:
    - Entering narratives Assigning the Intake
    - Printing the Intake Worksheet or Law Enforcement Notice
- Future Enhancements include:
  - Ability to print Intake Worksheets for related (tied) Intakes from one Intake instead of needing to open the associated intake
  - Automatically tie the Multiple Reporter Intake to the Safety Assessment if the Primary Intake is tied to a Safety Assessment

Update Allegation Finding On Intake Reopen

When Intakes that have allegations listed are screened out (closed with a status reason that does not require an assessment) the system automatically enters a finding like Entry Error, Does Not Meet Definition, and No Maltreatment etc.

It was discovered that when these Intakes are reopened, those findings are maintained. If the worker then closes the Intake for a different reason that requires that a finding be determined by the worker would not know this without checking each finding.

Now when an intake that is screened out (closed with a status reason that does not require an assessment) is reopened all allegation findings will be removed.

The "Allegation Findings will be removed" selection will be checked, but grayed out so that the user may not change this selection.

Allegation Findings that have been expunged will never be removed so that records of Expungement actions are maintained. If an Expungement is to be overturned or was entered in error, the worker must reopen the Intake and reenter a new allegation for the same type and persons involved.

YOUTH LEVEL OF SERVICE (YLS)

NEW YLS TYPE

Workers in the field have expressed a desire to be able to capture in N-FOCUS, YLS Assessments that have been completed by Probation. A new YLS Type called "COMPLETED BY EXTERNAL AGENCY" has been added for this situation.

The procedures and requirements to complete and finalize the assessment is the same as all the other YLS Assessments except for the following:

- The interview summary narratives are not required since they may not be available. The worker may still capture this information
- The assessment is then approved by the supervisor to put the assessment in Active Status. This prevents the State from paying for the score and verifies that a formal assessment exists.

YLS ASSESSMENT NARRATIVES

Workers have expressed a concern about how the YLS Assessment narratives currently function. This has caused them to lose entries that have been entered. The two concerns and fixes are as follows:

- When entering the interview Summary Narrative a worker may want to click on a different subject area instead of selecting the save and next.
  - Previously when the worker performs this action before hitting save any entries made on the previous subject area are lost.
  - With this release workers will receive a message that changes have been made to the list box and they would answer yes if they wish to save what they have just entered.
  - Workers will still need to save again before exiting the window since changes have been applied to the list box and not the assessment.

- When workers tab or click in a different text box on windows that have more than one entry box the whole entry is highlighted. Some workers have been hitting the space bar and deleting all of their work.
  - Attempts have been made to place the cursor at the end of the entry or beginning of the entry but this was not consistent.
  - The guide to the field is to back out of the window without saving. Anytime there are multiple text boxes in a window save as often as possible and after completing a text box entry.

EXPERT SYSTEM

BUDGET

Running Budgets (Tip)

1. It is very important that budgets are run through the come up month in order for clients to get the correct benefits. Pay attention to the major computer cut off dates as those change which month is the come up month. Major computer cut off dates are: grant cases - ADC, AABD, 5th working day from end of the month, MED 4^{th} working day from the end of the month and FSP, 3^{rd} working day from the end of the month.

EX. Current month is March 2009, a new application is received and worker must run budgets for March and April. Cut off dates are: 03-25-09 (grant cases), 03-26-09 (MED) and 03-27-09 (FSP). April is the come up month for any budgets run on or before these dates and May is the come up month after these dates.

2. Whenever a person is taken out of a program, configuration and budgets must be run to the come up month. Without doing so, benefits and unit size may not be correct.

Benefit month (Tip)

It is very important to keep in mind timeframes when taking adverse action on a MED program case. Closing someone from a MED program case requires a Ten Day Notice of Action since it is an adverse action and also important is the day of the month the action is taken. If the notice was sent out timely but the actual action wasn't taken before computer cutoff, a medical card or Managed Care letter is issued and must be honored (so the action can not be taken until the following month).

EX: Notice template sent on 03-15-09 closing mom from ADC/TMA for April. Case checked out on 03-27 to close mom out. Because it is after MED cutoff, the worker must close for May instead of April and another notice should be sent telling mom she continues to be eligible for April but will be closed for May.

Medical Budgeting (change)

During the first 6 months of Medicaid TMA eligibility all members of the MED case will receive ADC/TMA category codes, this includes CMAP participants and AABD related participants. During the second 6 months of Medicaid TMA eligibility if the MED case remains eligible with no premium due, all members of the case will continue to receive ADC/TMA category codes. If there is a premium due in the second 6 months, those who are eligible in their own category, e.g. SEMAC, EMAC, etc. will be moved to those category codes, and they will not be subject to the premium. If they are not eligible in their own category they will remain ADC/TMA and will be subject to the premium.

Transitional Child Care (TCC) (Fix)

Child Care budgeting was not detecting when the ADC case failed for increased earnings of an adult but went to Denied, instead of Closed, status. This has been corrected.

When the TCC override had been selected the system was not ending TCC at the end of 24 months. This has been corrected.

Child Care

Sliding Fee in Food Stamp Budget (New)

Effective with the March 9, 2009 release the Child Care Subsidy Fee will count automatically in the FSP case if:

1. The Participants in the Child Care Case are also Participants in the FSP case and
2. One of the following Service Need Reasons are selected:
    - Education,
    - Employed,
    - Employment and training/education,
    - Fed EMG &Employment & Training/Edu,
    - Fed EMG & Employment,
    - Fed EMG & Training/Education,
    - Employment First Related,
    - On the Job Training, or
    - Seeking Employment

    If the Child Care case does not have one of these Service Need Reasons you will receive a pop-up reminder that the Fee will not be counted in the FSP budget.

Dependent Care Expense task

The current Dependent Care expenses of 'Child Care', 'Child Care Expense as Billed' and 'Child Care Paid by Other' will remain available in the Expense task in the Expert System. The type 'Child Care' will continue to count in the FSP budget per policy and 'Child Care', 'Child Care Expense as Billed' and 'Child Care Paid by Other' will continue to count in Medical Assistance budgets as policy allows.

When running new Food Stamp budgets that have Child Care expenses consider the following.

For currently active Food Stamp cases that have an associated Child Care program case:

- Close the 'Child Care' expense effective with the budget month.

If there is also an associated Medical Assistance Case:

- Increase the amount of the existing 'Child Care Expense as Billed' or 'Child Care Paid by Other' to the total actual amount of child care for which the client is responsible.

Double check the benefit summaries to be sure the correct child care expense amount is included in the budgets.

Correspondence-ES Notice

Manual Reference added (change)

Manual Reference is now displaying for a Medicaid / AABD Category Code participant or case closure due to "Excess Income Exceeds Needs".

TMA-G Notice (Change)

Notices for TMA-G will be created when a benefit change is detected for months 2-5. If the first month of TMA-G eligibility is not issued due to already receiving ADC/MED for the month, notices will detect the next month and create a TMA-G notice giving the correct remaining months. The informational text has been updated to account for this offset action and payment of less than 5 months. If a TMA-G case fails budgeting or is closed during the 5 month time period, notices will reflect this change.

Child Care Notices (New)

Child Care Notices may now be created in the Expert System. Following any change in Child Care budgeting, select the Notices Tab. After viewing the window, save and close and check in the case.